Practice Queries Relating to Severnside Post Event Message Management

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Severnside Message Management

Overview

The purpose of the SOP is to define the procedures for managing message queries from Practices to BrisDoc's Head Office by the staff based there and the retrieval and management of failed messages by in hours staff.

Practice queries mainly fall into two categories

1. The practice has not received any messages for XX days or DTS/email is or has been broken - can BrisDoc re-issue the messages?

2. The practice is changing clinical systems and therefore BrisDoc needs to change messaging formats and configuration.

Failed messages are generated because there is insufficient data within the Case to direct the message back to the patient's surgery or the patient was from outside the BNSSG Area.

Managing Message Queries from Practices

Roles and Responsibilities

If no messages have been received for a number of days by a surgery this requires a Case Search within Adastra using the advanced option for the Practice search and the time period, to confirm if there were any messages to be sent during this time.

NB some practices get concerned if they don't get regular messages and sometimes their patients simply have not presented to Severnside and as such, there are no messages.
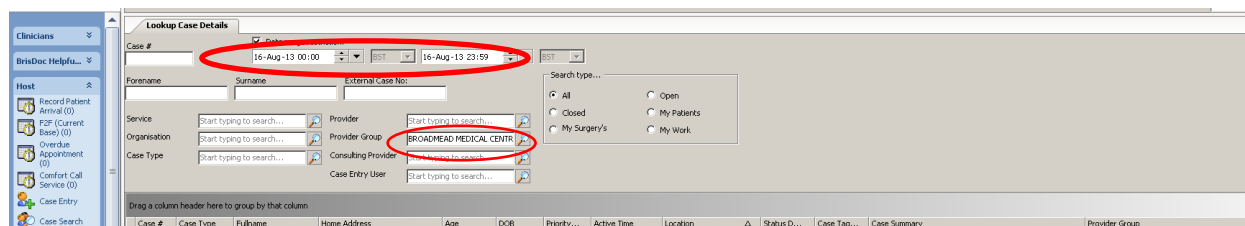
The person taking the request should check if there are cases during the period requested and if these have not been received, messages can be re-issued in the original format i.e.Email, DTS or in an alternative format e.g. if DTS/Email is broken they can be -reissued via Email **ONLY**.

This can be achieved by going to the Surgery Message menu and selecting the correct message type in the Message Re-issue Screen, prior to selecting the practice or case number.

Severnside Message Management
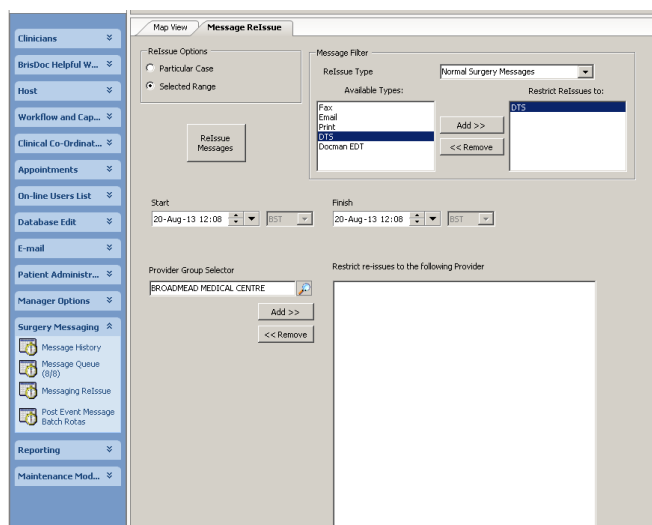
If the message format is different i.e. Email has been requested as an alternative, look up the surgery details, the contact tab should be checked prior to re-issue to confirm that the contact details for the practice contains the correct information i.e. email address.

If the message re-issue does not resolve the problem, please raise the issue to the Programme and Service Director or Head of IUC.

Also please log the request via a IT Support Form for information only. This will help keep track of these requests because they are a form of information request that we need to check at a later date and maybe indicative of a wider platform issue that requires investigation.

Practices changing messaging formats.

If a practice calls to advise they are changing message formats, please direct these queries to the Programme and Service Director via email.

This will enable the configuration changes, testing to be completed with confirmation from the practices that the configuration changes have been successfully made.

Change Register

Date	Version	Author	Comments
24.11.2023	3	LG	Disaggregated from previous SoP – Practice queries relating to OOH message management and failed message management

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